

## Human Services Summit Recommendations

1. Establish a cross Secretariat Working Group to explore and develop solutions to address the fiscal health and organizational stability of human services providers. Key opportunities exist for supporting the economic stability of human services organizations. However, arriving at successful implementation strategies requires the collaboration of agencies across the Executive branch of government (and beyond). The Governor will establish a Working Group to explore options for:
  - a. Modifying the UFR as a basis for determining the cost of human service delivery; and,
  - b. Increasing the amount of allowable reserves in human service provider organizations.

The Working Group will be composed of all the EHS Assistant Secretaries (Disability Policy and Services; Children, Youth and Families, and Administration and Operations); EHS' Chief Operating Officer, the Secretary of ANF or his designee, Commissioners of EHS agencies, a representative of Labor, and four representatives of the human services provider community. Invitations will also be extended to the State Comptroller or his designee and the State Auditor or his designee. Members of the Forum will provide a timeline for completion of recommendations for each of the above.

2. Charge the Secretaries of Labor and Workforce Development and Health and Human Services with jointly developing a strategy for attracting and retaining human service workers by Oct. 4, 2010.
3. By September, 2010, the Secretaries of Health and Human Service and Housing and Economic Development will develop a joint strategy for supporting the development and growth of social enterprises in the Commonwealth.
4. Implement specific strategies to improve customer service and streamline bureaucracy for consumers and providers accessing programs through the Executive Office of Health and Human Services.
  - a. Establish a single integrated service delivery plan for children and their families who are receiving services from multiple state agencies. By Sept. 15, 2010, EHS will propose a protocol for integrating case management across all child serving agencies.
  - b. Consumers and providers responsible for coordinating human services report that it can be difficult to find and understand information about state services and eligibility. EHS representatives will work with

legal advocates and others to review notices sent to DTA and MassHealth consumers regarding eligibility, benefits, appeal notices, requests for additional information, etc. By August 9, 2010, EHS will develop a plan to make this information more accessible and customer friendly. EHS and the relevant agencies will make changes in accordance with the agreed upon plan

- c. Involve consumers and providers in the design of services. By May 28, 2010, EOHHS will develop and implement a policy to require consumer and provider input prior to the release of procurement notices. Only emergency procurements will be exempt from this requirement.
- d. EOHHS has multiple information and referral phone lines; consumers find the duplication confusing and often do not know which information line to call. By June 1, 2010, EOHHS will develop an inventory of state operated or supported information and referral lines. Within 90 days subsequent to the delivery of the inventory, EOHHS will develop a plan to align its state operated or supported information and referral lines to create operating efficiencies and to improve access to consumers.
- e. State regulations can be cumbersome and may include conflicting requirements for providers who are serving clients enrolled with different state agencies. Human Service providers have suggested that they may be able to reduce costs and improve retention of human service employees if their reporting and administrative duties were aligned and reduced when possible. By July 1, 2010, a joint committee composed of human service providers and agency representatives will identify regulations that are (1) outdated; (2) duplicative; or (3) require streamlining, and will develop a plan for alignment. Additionally, the committee will develop a plan to accomplish, over time, alignment of other regulations that could reduce the administrative burden for non-profit agencies while insuring quality.